

2011 109 C
248825

QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME GC Pivotal, LLC
QUARTER/YEAR 4Q / 2013

| MONTH: | October 2013 | November 2013 | December 2013 |
|---|---------------------|---------------------|---------------------|
| Number of Customer Access Lines | <u>0</u> | <u>0</u> | <u>0</u> |
| New Service Applications Held over 30 Days | <u></u> | <u></u> | <u></u> |
| Trouble Reports / Access Line (%) | <u>same as ILEC</u> | <u>same as ILEC</u> | <u>same as ILEC</u> |
| Customer Out of Service Clearing Times (%) | <u>same as ILEC</u> | <u>same as ILEC</u> | <u>same as ILEC</u> |
| New Installs and Re-Installs Completed within 5 Days (%) | <u>same as ILEC</u> | <u>same as ILEC</u> | <u>same as ILEC</u> |
| Commitments Fulfilled (%) | <u>same as ILEC</u> | <u>same as ILEC</u> | <u>same as ILEC</u> |
| Number of Lifeline Customers | <u>same as ILEC</u> | <u>same as ILEC</u> | <u>same as ILEC</u> |

Comments / Explanations: _____

Preparer's Name: Mark Lammert, CPA
Phone and Email: 407-260-1011; mark@csilongwood.com

RECEIVED
OCT 24 2013
12:18 PM

Mail completed form to: Office of Regulatory Staff
Telecommunications Department
1401 Main Street, Suite 900
Columbia, SC 29201

(803) 737-0800